

C.A.R.E. Update



Government Services

DATE: Tuesday, April 23, 2002

New Transaction Management Functionality

On April 15, 2002 new Transaction Management enhancements were implemented into the C.A.R.E. system. The new functionality enables A/OPC's to define and view reject reasons within Transaction Management. The following screen shots provide a detail explanation of the new enhancements that have been made.

In C.A.R.E. TM, there will be a Rejected column and Reject Reason column.

U.S. Bank C.A.R.E. Transaction Management

File View Help

Managing Accts Cardholder Accts **Transactions** Transaction Log

Select transaction to view detail. Selecting a Reject Reason Code will display the legend. Acting on behalf of Cardholder? No

Account Number: [] Account Name: **CYCLETWENTYSIX, B2BCH 0** Cycle Date: **03/26/2002**

L	Status	Trans. Date	Merchant	City	State	Amount	Rejected	Reject Reason	Purchase ID
1	Approved	03/14/2002	HOLIDAY	EAGAN	MIN	350.00			AUTONONEDA
2	Approved	03/11/2002	MOBIL	HUGO	MIN	325.00			AUTONONEDA
3	Approved	03/09/2002	SUPER AMERICA	MINNEAPOLIS	MIN	300.50			AUTONONDA1T3
4	Approved	03/07/2002	AUDIO KING	ROSEVILLE	MIN	205.00			AUTOABYDA1
5	Approved	03/05/2002	BEST BUY	BURNSVILLE	MIN	95.00			AUTOCBELDA2
6	Approved	02/26/2002	BEST BUY	BURNSVILLE	MIN	80.00			AUTOCOUTAL1
7	Approved	02/26/2002	AUDIO KING	ROSEVILLE	MIN	50.00			AUTONAL1C1
8	Approved	02/26/2002	SUPER AMERICA	MINNEAPOLIS	MIN	20.00			AUTONAL1C1
9	Approved	02/26/2002	MOBIL	HUGO	MIN	30.00			AUTONAL1C2
10	Approved	02/26/2002	HOLIDAY	EAGAN	MIN	40.00			AUTOCOUTAL1
11	Approved	02/26/2002	WAL-MART	EDEN PRAIRIE	MIN	20.00			AUTOCOUTAL1
12	Approved	02/26/2002	WAL-MART	EDEN PRAIRIE	MIN	40.00			AUTOCOUTAL1
13	Approved	02/26/2002	K-MART	WOODBURY	MIN	400.00			AUTOCOUTAL1
14	Approved	02/26/2002	K-MART	WOODBURY	MIN	200.00			AUTOCOUTAL1
15	Approved	02/26/2002	SHOPKO	ROCHESTER	MIN	102.00			AUTONAL1C2

View All Search

Transaction Detail Additional Trans. Detail Trans. Line Item Detail Log Detail Log Line Item Detail

Status: **Approved** Merchant Name: **MOBIL**

Transaction Date: **03/11/2002** Dispute Reason:

Posting Date: **03/14/2002** VISA Description:

Processed By: **C26B2BCH01**

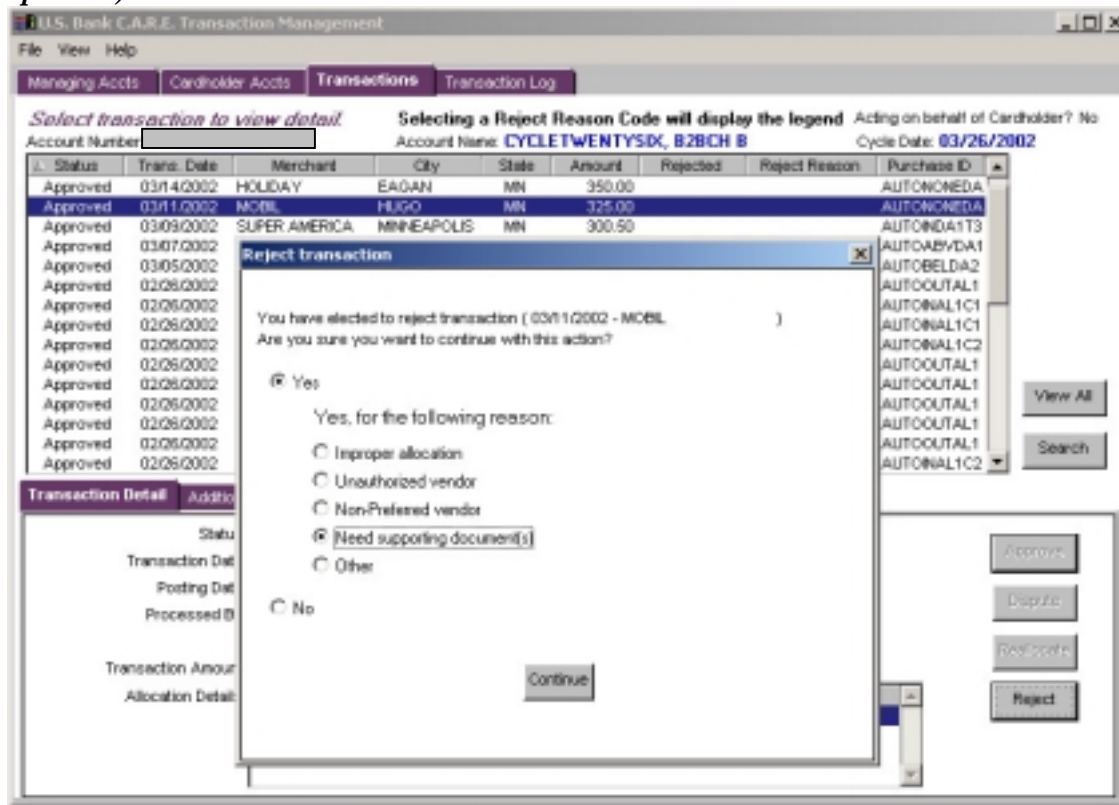
Transaction Amount: **325.00**

Allocation Details:

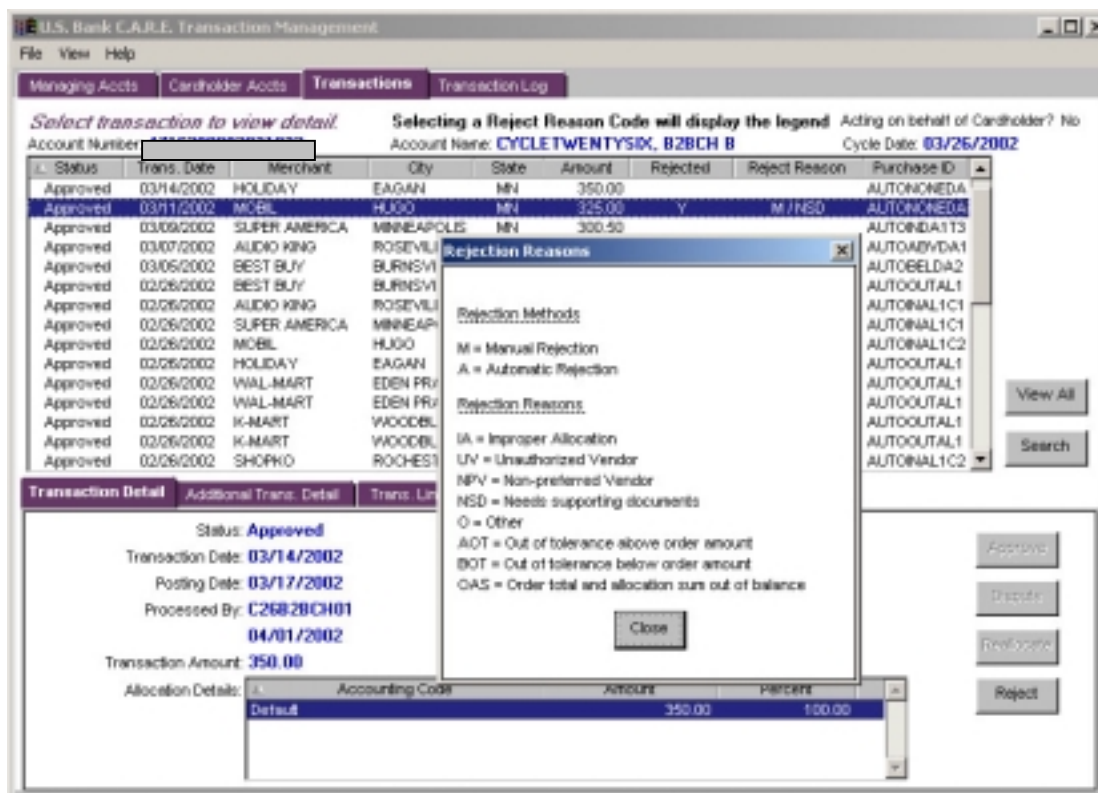
L	Accounting Code	Amount	Percent
Default		325.00	100.00

Approve Dispute Reconcile Reject

If an A/OPC chooses to reject a transaction, they will now have the option of choosing a reject reason (need to confirm rejection by selecting Yes and clicking Continue; choosing a reason is optional).



When a transaction is rejected, a "Y" is placed in the Rejected column, and a reason code is placed in the Reject Reason column. Clicking on the reject reason code displays a legend explaining the codes.



From the Cardholder perspective, they will also be able to view the reject reason codes and click on the codes to display the legend.

The screenshot displays the 'U.S. Bank C.A.R.E. Transaction Management' application. At the top, there are tabs for 'Cardholder Accts', 'Transactions', and 'Transaction Log'. Below these, a message states: 'Selecting a Reject Reason Code will display the legend'. The main area shows a table of transactions with columns: L, Status, Trans. Date, Merchant, City, State, Amount, Rejected, Reject Reason, and Purchase ID. A transaction with a reject reason code 'M' is highlighted. A 'Rejection Reasons' dialog box is open, listing rejection methods (M for Manual, A for Automatic) and reasons (IA for Improper Allocation, UV for Unauthorized Vendor, NPV for Non-preferred Vendor, NSD for Needs supporting documents, Q for Other, AOT for Out of tolerance above order amount, BOT for Out of tolerance below order amount, and OAS for Order total and allocation sum out of balance). The dialog also includes a 'Close' button. On the right side of the main window, there are buttons for 'View All', 'Search', 'Approve', 'Dispute', and 'Reallocate'.

L	Status	Trans. Date	Merchant	City	State	Amount	Rejected	Reject Reason	Purchase ID
	Approved	03/14/2002	HOLIDAY	EAGAN	MN	350.00			AUTONONED
	Approved	03/11/2002	MOBIL	HUGO	MN	325.00	Y	M / NSD	AUTONONED
	Approved	03/09/2002	SUPER AMERICA	MINNEAPOLIS	MN	300.50			AUTONONED
	Approved	03/07/2002	AUDIO KING	ROST					AUTONONED
	Approved	03/05/2002	BEST BUY	BURR					AUTONONED
	Approved	02/26/2002	BEST BUY	BURR					AUTONONED
	Approved	02/26/2002	AUDIO KING	ROST					AUTONONED
	Approved	02/26/2002	SUPER AMERICA	MINN					AUTONONED
	Approved	02/26/2002	MOBIL	HUGO					AUTONONED
	Approved	02/26/2002	HOLIDAY	EAGAN					AUTONONED
	Approved	02/26/2002	WAL-MART	EDEN					AUTONONED
	Approved	02/26/2002	WAL-MART	EDEN					AUTONONED
	Approved	02/26/2002	K-MART	WOC					AUTONONED
	Approved	02/26/2002	K-MART	WOC					AUTONONED
	Approved	02/26/2002	SHOPKO	ROST					AUTONONED

Rejection Reasons

Rejection Methods:
M = Manual Rejection
A = Automatic Rejection

Rejection Reasons:
IA = Improper Allocation
UV = Unauthorized Vendor
NPV = Non-preferred Vendor
NSD = Needs supporting documents
Q = Other
AOT = Out of tolerance above order amount
BOT = Out of tolerance below order amount
OAS = Order total and allocation sum out of balance

Need Help?

For assistance with C.A.R.E., 24 hours a day, 7 days a week, call 800-254-9885. Outside the U.S., call us collect at 612-973-5735.

These numbers are for the A/OPCs only. As usual, if your cardholders or billing officials need assistance, they should call the regular customer service number at 888-994-6722.

Feedback?

If you have comments or suggestions about C.A.R.E. that could be answered in a future issue of C.A.R.E. Update, please e-mail us at care.government@usbank.com.